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February 25, 2002

Mary L. Cottrell, Secretary  
Massachusetts Department of Telecommunications and Energy  
One South Station  
2nd Floor  
Boston, Massachusetts 02110

Re: Broadview Networks, Inc., D.T.E. 02-14

Dear Secretary Cottrell:

By order entered on February 22, 2002 in the above-referenced proceeding, the Department of Telecommunications and Energy ("Department") directed Broadview Networks, Inc. ("Broadview" or "the Company") to "provide service to the former Net2000 customers in Massachusetts for thirty days from the date of [the] Order, or until all former Net2000 customers have been successfully migrated to a carrier of choice, whichever is earlier. . ." Broadview was further "directed to advise the Department of its compliance with [the] Order by twelve noon on February 25, 2002. . ." This correspondence represents the required compliance filing.

Please be aware that, consistent with the terms of the February 25, 2002 Order of the Department, Broadview has informed me that it intends to exercise best efforts to keep the former Net2000 network operational until March 24, 2002 or until all former Net2000 customers of which it is aware have migrated to a carrier of their choice, whichever is earlier. However, as the Department is aware, multiple other vendors provide critical services to the Net2000 network. Broadview cannot assure that such vendors will not suspend service to the Net2000 network, and the Company cannot be responsible for their actions. Broadview will not decommission the Net2000 switches or disconnect circuits during the transition period, and will work diligently with the other vendors involved in an effort to prevent them from suspending their services as well. Moreover, since the former Net2000 customers do not routinely notify Broadview when they migrate to another service provider, Broadview will assume that such customers have successfully migrated to another service provider when they cease showing

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usage on the former Net2000 switches. Finally, as Broadview interprets the Department's decisions, the Department has no objection to Broadview billing and collecting from all customers served by the Net2000 network during the transition period, whether they have affirmatively selected Broadview services or not.

Broadview undertakes these actions out of respect for the Department and concern for the affected customers. However, it should not be construed as agreement with the Department's decision, or any waiver of the defenses raised by the Company at the hearing or in its Post-Hearing Brief. Broadview finds it particularly disturbing that the Department would announce a *new* 60 day notification procedure in this enforcement proceeding, and then apply it *retroactively* to the circumstances presented. Such actions offend all traditional notions of due process.

Please do not hesitate to contact me if you wish to discuss these matters further, or if there are remaining compliance issues that you would like to be clarified.

Sincerely,

/s/

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